



End-to-end SAP Application Managed Service (AMS)

SAP Cloud ERP Implementation, Modernisation
and Application Managed Services

we commit. we deliver.

Delaware public sector cloud services

Delaware delivers outcome-led cloud services across the **Microsoft and SAP ecosystems**, with the assurance, governance and delivery discipline public sector organisations expect. Whether you need stable BAU support, a safe migration, or a change programme to unlock value, we provide a consistent, repeatable approach designed to reduce delivery risk and improve service performance over time.

With **5,000 professionals across 38 offices in 20 countries**, our **UK & Ireland teams** combine local delivery confidence with global capability for scale and specialist reach.



At a glance



Assurance-led cloud services across Microsoft and SAP, shaped for public sector governance and audit needs.



Menu-style Managed Services and cloud support: choose what you need (from break/fix to proactive improvement), with coverage scalable as requirements change (including extended hours/ out-of-hours by agreement).



Delivery and change services across the lifecycle: discovery, design, implementation, migration, integration, testing, training, adoption and optimisation.



Responsible AI by design: where AI-enabled capabilities are introduced, governance and controls are treated as essential foundations (not optional extras).



UK delivery, with data residency options where supported by the underlying cloud service and buyer policy (for example, UK-hosted environments and UK-based operational processes where in scope).

How buyers engage with us

We support both **direct award** and **competitive selection**, depending on your requirement and the route you choose on G-Cloud. Services can be bought as discrete “outcome packages” or combined into an end-to-end plan → deliver → run → improve engagement.

Why delaware



UK & Ireland delivery capability, backed by global delivery centres for resilience, continuity and specialist reach.



Deep SAP heritage, including being one of only **11 Global Platinum SAP Partners** and **RISE with SAP recognition** for cloud migration and modernisation pathways.



Microsoft credentials that support public sector assurance, including all six **Microsoft solution designations**, participation in the **Microsoft Portfolio FastTrack programme**, and recognition as an **Azure Expert MSP**.



Advanced Microsoft specialisations spanning areas such as Adoption & Change Management, Teams Calling, Azure Virtual Desktop, Analytics on Azure, AI, and SAP on Azure.



A consistent delivery method (PROMAR) that makes governance, risk management and quality controls repeatable across projects and Managed Services — giving buyers early visibility, clear decision points and a controlled path into BAU.



Always ahead of the crowd: we are one of the first UK organisations to achieve the new **ISO 42001 (AI Management Systems)**

Why delaware

Managed Services: choose what you need

Delaware provides tailor-made Managed Services. Buyers can select only the components they require and **scale coverage as needs change** -helping avoid paying for unused capability while retaining a clear path to expand support as services become more critical.

Sustainability and social value

We align delivery to the Social Value Model and embed sustainability into how we work — including remote-first delivery by default and practical “green IT” improvements (for example, right-sizing non-production environments and retention/data lifecycle controls). Contract-specific commitments are agreed at mobilisation and reported through governance.



Assurance, security and responsible AI

We operate with an assurance-first mindset, with governance and evidence built into how we deliver and run services. Typical measures include security monitoring and logging aligned to platform tooling (where in scope), BCDR planning with tested runbooks, and responsible AI governance for any AI-assisted delivery.

Pricing and value for money

We aim for transparent, auditable pricing that maps clearly to roles and outcomes, with explicit assumptions and change control to prevent unplanned cost growth. Menu-style service design helps avoid paying for unnecessary coverage, and we use automation and repeatable accelerators to improve consistency and reduce BAU effort where possible.

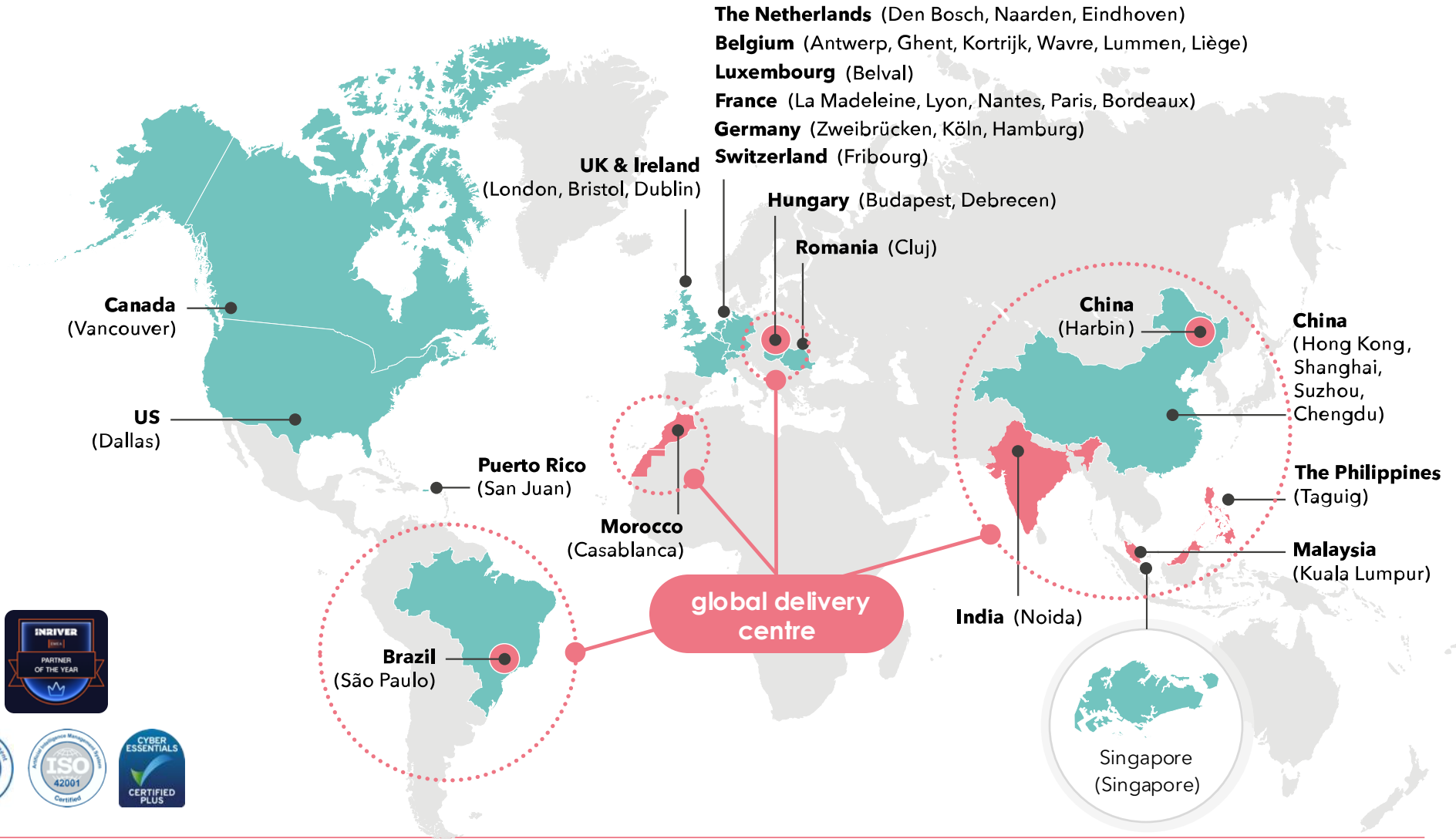
About Delaware

5,000 professionals

38 offices in
20 countries

£500M+
revenue

Our partner ecosystem



SAP Cloud ERP implementation, modernisation and application managed services

What we help you achieve

Delaware supports public sector organisations to **modernise, implement and future-proof their SAP environments**, moving from legacy ERP constraints to **secure, resilient and cloud-ready SAP S/4HANA** — and then keeping it stable and continuously improving through **Application Managed Services (AMS)**.

Our SAP practice is designed around outcomes buyers typically need:

- **Modernisation with controlled disruption** — selecting the right S/4HANA route based on appetite for change, data needs and delivery timeline.
- **Predictable delivery through readiness-led planning** — structured readiness checks/assessments to confirm scope and reduce delivery risk.
- **Stronger controls and security-by-design** — modern architecture choices that support auditability, governance and compliance expectations.
- **Better data and insight** — structured migration and validation approaches, plus embedded analytics for operational visibility.
- **Operational stability and continuous improvement** — ongoing SAP S/4HANA AMS built around measurable service performance and optimisation.



End-to-end SAP capability (plan → deliver → run → improve)

We don't treat SAP delivery as a "one-off project."
We support the full lifecycle so buyers can **move to S/4HANA**,
adopt cloud operating models, and then **run SAP as a stable,**
managed service.



Plan and de-risk change (readiness-led)

Before major SAP change, we work with customers using readiness-led planning to:



confirm scope and approach



align the delivery route to disruption tolerance and data requirements



ensure governance, controls and assurance needs are understood early

This creates a clearer foundation for delivery — and supports a smoother transition into steady-state operations and AMS.



Deliver the right pathway to S/4HANA (conversion, selective transition or new cloud implementation)

Public sector organisations often need different routes depending on legacy complexity, data footprint and organisational redesign ambitions. Our practice supports a range of approaches, including:



Essential-only conversion

(*brownfield*) with full continuity where the priority is modernising while keeping change tightly controlled.



Selective Data Transition

(*bluefield*) options where the aim is to migrate only the required data (for example by time period or organisational structure) to reduce data footprint and target redesign.



New cloud Implementation

(*greenfield*) of Public Cloud or Private Cloud where the objective is standardisation, clean-core principles and modern cloud operating models.



Upgrades and transitions for existing S/4HANA estates

, including Private Cloud upgrades and moving from on-premise S/4HANA to RISE with SAP or sovereign cloud. We will get you to the right cloud the right way.

Optional services across these routes can include **business change management**, **training support**, and **testing support** (including guided UAT and automated testing), plus specialist support for **Roles & Authorisations**.

Run and optimise SAP S/4HANA with AMS (the operational thread)

A key differentiator of the practice is that we can carry momentum from delivery into operations with an end-to-end **SAP S/4HANA Application Managed Service (AMS)**.

End-to-end SAP S/4HANA Application Managed Service (AMS) is designed to:



ensure **stable operations**



enable **rapid issue resolution**



support **continuous optimisation** of core business processes

It supports organisations running SAP S/4HANA across **Finance, Sales, Supply Chain, Warehouse, Trade and HR**, backed by a structured governance model and **measurable SLAs**.

AMS features

- ITIL-aligned AMS
- Service request fulfilment
- Incident resolution
- Functional troubleshooting
- SAP advisory
- Process optimisation
- Coordination with SAP and third parties

AMS Benefits

- SLA-driven stability
- Measurable performance
- Proactive improvement
- Reduced business disruption
- Continuous alignment with business strategy

Put simply: whether you are converting, selectively transitioning, implementing cloud ERP, upgrading, or moving to RISE — we can support you **through go-live and into a stable “run” state**, and then help you improve the service over time.

Service transition summary

The Service Transition Phase ensures a smooth handover into steady-state support. It covers three core areas: Initiation, Service Governance, and Knowledge Transfer. By the end of this phase, delaware will have established formal support processes, agreed reporting and governance, understood the Client's system requirements, and met all service acceptance criteria, enabling delaware to begin delivering the Services.

Initiation

delaware appoints a UK Service Delivery Manager, prepares the Transition Project Plan, sets up weekly status reporting (including RAID and action logs), aligns scheduling with the Client, agrees acceptance criteria, and assigns **Global Delivery Centre** (GDC) support consultants.

Governance

delaware formalises service delivery processes, agrees the Monthly Service Review reporting format, confirms escalation paths, reviews Client security and compliance policies, defines knowledge transfer acceptance criteria, aligns with existing Client processes, establishes onboarding/offboarding procedures, agrees KPIs, and signs off that governance is ready.

Knowledge Transfer

delaware reviews all relevant system documentation (design, configuration, interfaces, security, DR, batch, JML processes) and participates in knowledge transfer sessions with the Client and incumbent partner. Playback sessions are then delivered with Client business process owners.

Case studies

SAP Cloud ERP implementation



Overview

A public services company transitioned from a decentralised landscape to a single SAP ERP Cloud system to manage more than 20 project types. The move modernised legacy processes, improved data integrity and addressed fragmented systems.

Delivery Approach

SAP Project System (PS) with standardised WBS structures and project templates was introduced to streamline creation, budgeting and forecasting. Easy Cost Planning provided a simple interface to reduce skills-dependency, while integrated billing (based on actuals, key figures or milestones) strengthened financial control and compliance.

Complexity Managed

The programme replaced disparate tools with a unified model, supporting tight budgets, regulatory demands and continuity of service. Standard templates and predictable workflows reduced transformation risk in a challenging public-sector environment.

Technical Outcomes

The solution delivered integrated cost planning, forecasting and billing, improving accuracy and security while removing legacy system vulnerabilities.

Resulting Platform Position

The organisation now operates on a scalable, compliant and transparent ERP foundation, enhancing efficiency and supporting future digital-service expectations.



Case studies

SAP ECC Bluefield SDT conversion to S/4HANA



Overview

The client undertook a major SAP transformation to separate a shared SAP ECC system into two independent SAP S/4HANA landscapes, using a selective data transformation (Bluefield) approach.

Delivery Approach

An “empty shell” target system was upgraded to S/4HANA in advance of migration. Data carve-outs were repeatedly rehearsed to establish predictable delivery timelines and reduce disruption during transition.

Complexity Managed

The programme supported a complex organisational separation and divestiture, delivered against tight deadlines. Throughout the process, core transactional operations continued with no significant interruption.

Technical Outcomes

The transformation enabled:

- A full system split into two independent environments
 - Upgrade of existing add-ons
 - Improvements to data integrity, privacy, and compliance for both entities
-

Resulting Platform Position

The migration, delivered with **SNP**, established modern **SAP S/4HANA** foundations to support improved performance, scalability, and future growth.



Case studies

AMS transition and service stabilisation for a global power solutions provider

Overview

A multinational power solutions provider transitioned its SAP AMS services to delaware, replacing the incumbent supplier and establishing a structured governance and documentation framework to improve service resilience and regulatory compliance.

Delivery Approach

delaware implemented a clear approval model, FRUN-based monitoring, and standardised change documentation. Early incident backlogs were managed through targeted triage and repeatable operational processes designed to work within constrained budgets and limited internal capacity.

Complexity Managed

At the start of the engagement, the customer initially had higher incident volumes. The focus for the first year of the engagement was on system stabilisation and reducing the high incident volume count. This was done successfully whilst achieving agreed SLA targets and compliance. A Customer Satisfaction score of >95% was achieved for Quality and Timeliness, supporting rising user expectations and organisational skills gaps.

Technical Outcomes

Key enhancements included Material Master integration with Salesforce, EDI-based Advance Shipping Notifications, new eWM labelling, and multilevel BOM reporting.

Resulting Platform Position

The strengthened AMS model improved security posture, compliance readiness, resource efficiency, and service reliability—aligned to public sector operational challenges.



End-to-end SAP Application Managed Service (AMS)

Lot: G-Cloud 15 — Lot 3: Cloud Support

Service type: Managed application support

Platforms: SAP

Service overview

Delaware provides an end-to-end **SAP Application Managed Service (AMS)** to support **stable operations**, rapid **issue resolution** and continuous **optimisation** of core business processes. We support SAP across **Finance, Sales, Supply Chain, Warehouse, Trade** and **HR** using an **ITIL-aligned service model** with structured governance and measurable **SLAs**. Services cover **incidents, service requests, functional troubleshooting, advisory** and **optimisation**.

Buyer outcomes

- Stable SAP operations with SLA-driven performance
- Reduced disruption through structured incident and request handling
- Measurable service performance through reporting and reviews
- Proactive improvement through continuous optimisation planning
- Clear governance and escalation routes aligned to business priorities

What's included

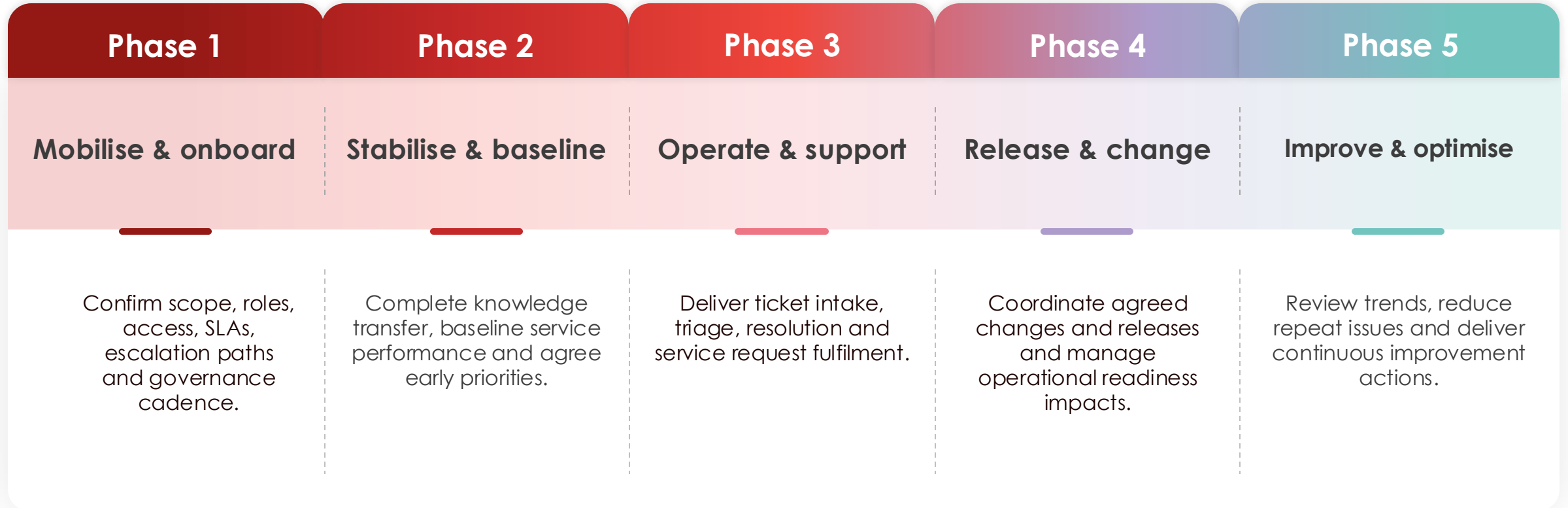
Run & support (BAU)

- ITIL-aligned AMS delivery model
- Service desk intake, logging and ticket management
- Incident triage, investigation and resolution (in scope)
- Service request fulfilment (as agreed)
- Functional troubleshooting across in-scope SAP processes
- Coordination with SAP and third parties (where required)
- SAP advisory support for minor enhancements and fixes (as agreed)
- Service reporting and proactive trend analysis
- Monthly SLA reporting and service performance tracking
- Quarterly service reviews and continuous improvement planning

Improve, assure & optimise (optional modules)

- Problem management and repeat-issue reduction actions
- Proactive optimisation of in-scope business processes
- Release/change coordination support (where agreed)
- Additional reporting packs and insight-led improvement backlog
- Extended service coverage / out-of-hours (by agreement)
- Transition support from project delivery into AMS (where relevant)

Delivery approach (indicative)



Deliverables (typical)

- AMS onboarding pack (scope, RACI, escalation routes, governance)
- SLA and KPI pack (targets, measures, reporting approach)
- Monthly service report (performance, trends, actions)
- Incident and service request logs (status and outcomes)
- Problem / repeat-issue log and corrective action plan (where used)
- Continuous improvement backlog and prioritised roadmap
- Quarterly service review outputs (minutes, decisions, actions)
- Knowledge base / runbook updates and handover notes (where agreed)



Support model and service levels



Support channels and hours (baseline)

- **Online ticketing:**
09:00–17:00 UK time, Monday to Friday
- **Phone support:**
09:00–17:00 UK time, Monday to Friday



Support levels (options)

- **Standard Support:** baseline hours and targets above (via online ticketing for service administration and tenant provisioning queries).
- **Extended hours / Out-of-hours support:** by agreement for defined periods or priority incidents only.



Response targets (baseline)

- Ticket acknowledgement: **within 1 business hour** (during service hours)
- Initial response: **within 4 business hours** (during service hours)
- Tickets raised outside service hours are acknowledged by **09:00 UK time next business day**, unless enhanced/out-of-hours support is agreed.



Governance

We provide a named **Service Delivery Manager (SDM)** to oversee service governance, reporting, escalation and continuous improvement.

If you have any questions,
please contact:

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delaware
we commit. we deliver.